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News & Views

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BASC News and Views February 2008

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BASC & Employees Support Polar Plunge

The College at Brockport recently participated in the Polar Plunge Challenge to raise money for the Special Olympics. BASC supported this effort in a few ways: We allowed students to donate one meal or \$2 in Dining Dollars on February 5 which raised \$1,452. We supported Campus Life as they displayed money collection containers in our units. But what was most impressive were the employees who took the cause to heart and plunged into the frigid waters of Lake Ontario Sunday, February 10 after raising a significant amount of money!

Assistant Dining Service Director **Mark Gardner** surpassed his personal goal, raising over \$1,200 for the Special Olympics! Mark thanks everyone in BASC who supported his efforts and this cause. From Harrison Dining Hall, Student Manager **Ashley Em-minger** and student employee **Carl O'Connor** raised \$315 and \$230, respectively.

Overall, the College at Brockport raised over \$6,000, winning the cool school challenge and a free concert with Lady Antebellum for faculty, students and staff on February 28! Tickets are available at the BSG Box Office. One ticket per College ID is permitted.



Executive Director's Corner

I told many of you my story about the dark chocolate Hershey's Kisses when we got together in January. I love dark chocolate and am so happy that Hershey makes these now. But I never buy these directly from Hershey so someone else, usually Wegmans, has to understand my needs as a chocolate lover to keep me satisfied.

This is very similar to our position with our customers. Our customers are first and foremost customers of the College at Brockport. They don't come here just to eat our food or buy our sweatshirts or park in our lots. They come here for the educational experience and the campus environment.

We play a huge role in creating the campus environment! We touch just about every person on this campus in one way or another. They may not come here for our services but those services can enormously impact how they feel about being here. We do a wonderful job of creating positive first impressions and sustaining the warm and welcoming environment on campus. That happens because we have great people who are really committed to the campus community.

In this newsletter, you will see information about nominations for our

Employee of the Year Awards. These awards are intended



(L to R) Matt Flood, Tiffany Slocum, Diane Dimitroff, Jen Werner, Diana Rood

to celebrate people in our organization who exemplify our values—customer focus, respect, team work, loyalty, quality of workmanship and commitment. These are not necessarily the most visible members of your team — you might notice them most when they aren't there. I ask you to look for an unsung customer hero in your unit and nominate him or her for one of these awards.

I'm happy to buy my dark chocolate at Wegmans. They are well known for understanding their customers and for appreciating their employees. The Employee of the Year Awards are a great way for BASC to show appreciation for employees who create a difference for our customers and for their BASC teammates. I hope you will help me in this important selection process by nominating one of your co-workers.

Diane

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Support the 2007-2008 Faculty and Staff Campaign

Every little bit makes a difference!

Campaign FAQ's

What is the Faculty and Staff Campaign?

It is a College fundraiser to raise money for student scholarships. Participants have the option to designate their contribution to a particular scholarship (like the **Sandra A. Mason Scholarship**), otherwise all undesignated donations received benefit the Extraordinary Scholarship Fund. Scholarships enable us to attract a higher caliber of students, which directly enhances the image of the College.

What is this year's campaign goal?

This year's goal is to raise \$160,000 and to have at least 45% of the campus community participate in this campaign. As of the middle of February, the campaign has raised \$103,259.

Why should I support this campaign?

Some donate to show their appreciation. Some donate to help current and future generations of students. Others donate for tax benefits. Whatever your reason for supporting the Faculty and Staff Campaign, your gift is a vote of confidence in The College at Brockport and its future. No gift is too small. It's your participation in the campaign that truly matters.

Can I make a donation through payroll deduction?

Yes, you can choose to give a one-

time donation through payroll deduction or to donate a specific amount every pay period – it is up to you. Simply fill out the payroll deduction authorization form on your pledge card and return it to **Ralph Eisenmann** in the BASC Administration Office. This method of giving is one of the easiest and most convenient ways to make a gift.

If I'm still currently paying last year's pledge through payroll deduction, what happens when I pledge to this year's campaign?

Each person's payroll deduction begins and ends at different times depending on how many pay periods you have. When you send in your 2007-08 Campaign pledge card, your new payroll deduction pledge will begin when your current payroll deduction ends. If you have a question about when your specific payroll deduction pledge ends, feel free to call the Payroll Office at ext. 5216.

Can I make a one time donation?

Yes, you can make a one-time donation with cash, check, or credit card. Please contact **Ralph Eisenmann** at ext. 5213 for more information on this.

To find out more about this campaign, visit www.brockport.edu/ia/fscampaign.html.

I ♥ Brockport
2007-2008 Faculty and Staff Campaign

Employee of the Year— *Call for Nominations*

Each year our corporation recognizes two employees as the BASC employees of the year through the BASC Outstanding Service Award and the BASC Extraordinary Performance Award. These awards are given in honor of previous BASC employees who passed away while still employed with us. This year the Outstanding Service Award, recognizing an employee for their career accomplishments, is being given in honor of **Barb Baney**, and the Extraordinary Performance Award, recognizing an employee for their exceptional performance during the course of the academic year, is being given in honor of **Jessie Stirk**.

The criteria for both of these awards is:

- Demonstrates outstanding performance and workmanship
- Demonstrates teamwork
- Demonstrates loyalty to the company
- Demonstrates good customer service
- Has gone above and beyond required responsibilities
- Has enabled BASC to meet its desired goals

If you know an employee who exhibits these characteristics, we encourage you to nominate them for this prestigious recognition. Nomination forms are being distributed with paychecks on February 28 and they are also available at www.basc1.com/employees.htm. All nominations must be submitted to the BASC Administration Office, attention **Anna Hintz**, by Friday, March 14.

In addition, if you are interested in serving on the selection committee for these awards, please contact **Anna Hintz**, x2530 or ahintz@brockport.edu.

NEWS & VIEWS

Dining Service Survey—*Results*

In the December *News & Views* issue, we reported on the statistical results of the annual Dining Service survey administered this fall. Since then, we have reviewed all feedback for each specific dining location and have implemented some changes to continually meet our customers' needs and provide them with the highest quality services. Below is a summary of what our customers can expect to see this semester:

Aerie Café

Aerie Café is shaking up their menu by offering some new panini sandwich varieties this semester along with some lighter fare options.

Brockway Dining Hall

Many customers will be pleased to know that the new vegetarian and vegan items that were introduced in the fall (and that received positive reviews) will be featured more frequently this semester. These items include Caribbean Grilled Vegetables, Whole Wheat Pasta with Edamame, Grilled Portobello Sandwich, Grilled Vegetable Lasagna, and Tofu & Vegetable Stir-fry.

Brockway continues to introduce new menu items that are prepared using healthy cooking techniques like grilling, steaming, and sautéing. In addition, almost all of our deep-fried foods are now zero trans-fat items. All of this is in response to requests for healthier options.

In response to customer comments, Brockway has made some operational changes to ensure that their breakfast items are kept as hot as possible.

Courtside

At Courtside, we're looking to re-

fresh our sandwich selection. Look for more variety by Spring Break.

Harrison Dining Hall

Harrison will be offering more whole grains more often and they've also added a new vegetarian item called Pasta Toss a few times a week. For an added twist, you can request the Pasta Toss without the pasta and enjoy delicious sautéed vegetables.

Harrison continues to make fine-tuning adjustments to operational procedures. For example, we're testing the use of stanchions for the grill area to see if that improves the customer flow. We've also changed the procedure at the tray return, having customers discard their own trash, and that seems to be working much better.

Hartwell Café

Serious consideration is being given toward a location change for the future. In the meantime, look for more comfort foods like Macaroni & Cheese and new soups!

Jitterbugs Café

Jitterbugs is busier than ever. We received many great comments about our staff. We plan to introduce a new line up of hot Panini Sandwiches with new bread selections and more whole grains. A beautiful new menu board is also planned for next fall.

TRAX

TRAX has added new menu items and specials like Mexican style salads, PB&J sandwiches, grab-to-go convenience items, and three new flavors of chicken wings—Sweet & Sour, Country Sweet, and Garlic Parmesan.

We received many positive comments regarding TRAX. However,

we did receive a comment regarding a poor customer

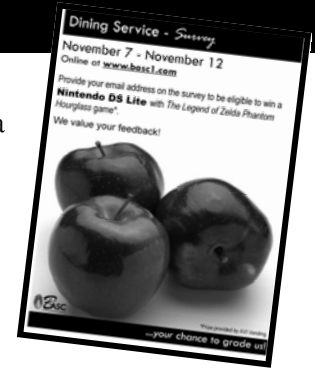
service experience. If there is ever an issue, we encourage our customers to bring it to the attention of a manager. It is our goal to always provide the best customer service possible.

Union Square Food Court

One of the areas that we have been working to address since the 2006 survey is speed of service — especially at *Roots*. According to this year's survey results, it appears that the menu and equipment changes we made over the summer are working. We continue to come up with new specials at *Roots* and other locations to keep things interesting throughout the year.

We are using more environmentally friendly packaging. In fact, we've nearly doubled our usage of food containers made from 100% annually renewable resources this semester. As more new packaging becomes available, we will do everything we can to "Go Green". Please remember to recycle and look for more containers to do just that in our locations during the months to come.

The price of food at Union Square was mentioned in our survey. Management studies prices on similar items at area eateries each summer, and adjusts prices to remain competitive. Despite rising fuel costs and soaring food costs, we are holding the line on menu prices and plan no increase this semester.



Safety

Spotlight

Tip of the Issue: *Safety with Knives*

A cook's best friend and most important utensil is a sharp knife. Most kitchen accidents are knife-related. Keep these ten tips in mind when working with kitchen knives to help decrease the likelihood of injury within your unit:

Tip 1: Always use a cutting board. Knives should not be used on kitchen counters, metal, glass or steel surfaces when chopping, slicing or mincing. Using a knife on such surfaces can cause slipping and sliding. When setting up a work area, place a damp kitchen towel beneath the cutting board to prevent it from slipping while you work.

Most plastic boards are economical and dishwasher-safe and remain more sanitary than wooden blocks. However, plastic boards do tend to dull knives more quickly. Wooden boards are ideal, yet they require a thorough cleansing to remain sanitary, as the pores of the wood tend to trap bacteria. Whatever choice you make, use a big board, with ample space for cutting.

Tip 2: Know your knife. The tip of the knife is the most delicate part of the utensil; ideal for cutting vegetables like mushrooms. The mid-section is the most commonly used area and does the majority of the work. And the heel or back 1/3 of the knife is the heavy work area; ideal for cutting or dicing vegetables like celery.

Tip 3: Protect your fingers. Curl your fingers under and position them

on top of the item to be cut. With your hand on the item and fingers safely tucked, place the side of the knife next to your knuckles. Maintain a strong grip on the item you are cutting.

Tip 4: Always store knives in a knife holder. Storing knives loose in a drawer with other tools can damage the knife blade. More importantly, it can lead to severe cuts.

Tip 5: Never attempt to catch a falling knife. Step back and let it hit the floor.

Tip 6: Never cut anything that is placed in your hand. Instead of "palming" food, place it on a cutting board.

Tip 7: Use the knife for its intended purpose. Don't use them to open cans, remove jars and bottle caps, or cut string, bones, metal or paper.

Tip 8: Clean knives. Carbon steel knives should be washed and dried immediately after using to prevent rusting. Never soak knives in water. Do not place your knives in the dishwasher; always wash them by hand or the handles will gradually deteriorate and the blades will dull.

Tip 9: Focus on the job at hand. Keep your mind on your work when holding a knife and cut away from the body.

Tip 10: The safest knife is a sharp knife. With a sharp knife you have control and can easily cut through food. Select the correct knife for the job at hand.

Safety Representatives

Maintenance
Mike Smith (Smitty)

Harrison
Scott Bennett

TRAX
Frank Smith

Brockway
Cathy Legacy

Union Square & Kiosks
Larry Hueser

Bakery
Joe Buttons

Catering
Patty Sorel

Dining Service Office
Patty Knapp

Administration Office
Vernon VanSkiver

Serve Safe Trainer
Dick Mondy

Safety Report

Below is a breakdown of accidents since November 21, 2007: Burns (2), Cuts (5), Falls (2), Contusions (5), Other (8) = 22 total accidents

Congratulations to our latest Safety BINGO winners: **Joe Buttons** (\$50), **Patty Knapp** (\$50), **Jeff Osborne** (\$50), **Steve Osborne** (\$150), and **Andy Fogg** (\$200).

RARES Employee Discounts

The College at Brockport employees, including those working for BASC, can receive several discount tickets to local places like Sea Breeze, Buckmans Car Wash & Detail Shop, Geva Theatre Center, Polarwave Snowtubing Park, the Buffalo Sabres and much more. To take advantage of these dis-

counts, go to the Raye H. Conrad Welcome Center with your Eagle One ID card to receive your free membership card. Then, log on to www.rares.org, to place an order and purchase discount tickets to local and out-of-state destinations. Visit the RARES Web site often for updates and special promotions.

eat well. live well.

For the second year in a row, The College at Brockport is participating in the “eat well. live well. challenge” sponsored by Wegmans. The overall goal of this program is to help individuals increase awareness about their daily activity levels and diet.

In registering for the challenge, participants will log the daily number of steps they take, as well as, the cups of fruits and vegetables they eat. This information is recorded on the “eat well. live well.” Web site, with the goal of walking 10,000 steps and consuming five fruits and/or vegetables each day.

After last year’s first place finish, BASC is looking to beat the competition once again. The challenge begins on March 16 and runs through May 11. This year the competition will be split up by building. Each building will have a team leader that will drive the competition. BASC’s team leaders are: **Chaley Swift**, Brockway; **Wendy Richards**, Union Square; **Sarah Plain**, Harrison; and **Ken Bonczyk**, Bakery.

If you would like to participate, contact the team leader in your building or the nearest building to you. To learn more about this challenge visit www.eatwelllivewell.org.



Parking Survey Results

Thanks to all who participated in Welcome Center & Parking Services’ annual survey in November. Welcome Center & Parking Services is a self-supporting department on campus. This means that no tuition or State money is used to fund the services we provide. Revenue from users’ fees cover costs, including all improvements to the conditions of the parking lots, maintenance of lots, and the creation of new lots. We value your feedback and will use the information gathered from this survey in future planning as we seek ways to continue to improve our services. Below are some survey highlights:

- 1,171 people completed surveys—a 33.5% increase over last year
 - 26% of participants were faculty/staff, 40% were resident students, 33% were commuter students, and 1% were visitors
 - Overall ratings of Welcome Center & Parking Services showed consistent improvement in almost all areas over last year’s survey results.
 - Of those surveyed, 48% of resident students and 46% of commuter students purchased their parking permit online versus only 38% of faculty/staff.
 - 21% of resident students and 17% of faculty/staff are interested in a bike borrowing program.
 - 72% of faculty/staff, 59% of resident students and 37% of commuters are aware of the new visitor parking policy that was implemented in the fall.
 - Awareness regarding the Motorist Assistance Program (MAP) held steady compared to last year with 60% responding that they were aware of the FREE services offered.
 - An overwhelming, 77% of people either agreed or strongly agreed that they can park within a 5-10 minute walk to class or work — up 3% from last year’s survey.
 - In terms of overall satisfaction with Welcome Center & Parking Services, 73% of participants said they were either very satisfied or somewhat satisfied.
- To learn more, visit www.basc1.com/parking and click on survey results.

Around the Water Cooler



Administration Announcements

Executive Administrative Assistant **Betty Drennen** sends many thanks to everyone for their acts of kindness, cards, prayers, visits and calls during her recovery from foot surgery. Betty said, "Although things didn't turn out quite the way I had planned, I can always count on the BASC family to be there for me. I hope to see everyone very soon."

Marketing Director **Anna Hintz's** four year old daughter, **Maggie**, was inter-

viewed by Channel 13 WHAM News for a story they did on the College



Maggie Hintz

book drive. The news story aired as Channel 13's "Bright Spot" on the 6 o'clock news on February 15.

Brockway Blurbs

Brockway welcomes the return of student manager **Shawn "Sully" Sullivan** back from his trip across the pond. Shawn spent last semester studying in Ireland and traveling throughout Europe. His trips were covered on a weekly basis in *The Stylus*. It's great to have him back!

Brockway welcomes **Charles Johnston** to the team as a part-time kitchen helper.

Peggy Turlington became a grandmother for the second time over Christmas break. Congratulations Peggy!

Brockway welcomes the newest member of our student manager team, **Aubrey Lonsberry**. She has been employed at Brockway since September

2007 and we look forward to her great service and leadership.

Our hearts and prayers go out to veteran student employee, **Melissa Martin**. We wish her a fast recovery after a serious car accident leaving her injured with a broken leg.

Congratulations to **Diann Hughes** on finally being able to move into her new house in Albion!

Bookstore Buzz

Textbook Manager **Sarah Cedeno** is teaching two classes of Composition 112 this semester. Mom, **Linda Lotze** who works at Hartwell Café, is very proud of her daughter for following her dream.

Dining Service Dribbles

Dining Service Director **Gary Stevens** and wife, **Carol**, are very proud of their son, **Paul**, who

graduated from the University of Dayton in December with a



Carol, Paul and Gary Stevens

degree in mechanical engineering. Paul is currently working for 2rw, an engineering company in Charlottesville, VA.

Harrison Highlights

Our hats go off to Student Manager **Ashley Emminger** and student employee **Carl O'Connor** for participating in the Polar Plunge on Sunday, February 10. We're so proud of your efforts!

Steve Wilson and his wife are expect-

ing a baby the first part of May. Congratulations to the Wilson family!

Manager **Gary Miner** would like to make sure that everyone knows that the Giants won this year's Super Bowl!

Harrison Dining Hall received a nice thank you from the Counselor Education Department for accommodating their group. Assistant Professor **Summer Reiner, PhD**, said, "The food was great. We also wanted you to know that the cashier was very friendly."

TRAX Tidbits

Rhonda Hurd has not only been promoted to TRAX's utility position, but she also became a new grandmother! Grandson, **Dominik**, was born on Christmas day. Congratulations Rhonda!

Supervisor **Jermaine Toppin** has finally given up his Oldsmobile and got himself a new sports car.

Gabe Rivera and **Kurt Grosser** have given up the night life and are now working days at TRAX.

Mary Lea Lotzow has now become a permanent full-time employee. Congratulations Mary Lea!

TRAX extends a warm welcome to our new hires, **Nick Lafaro** and **Carrie Guerrero**.

Union Square Scribbles

Everyone at Union Square and Catering welcomes **Cathy Legacy** as our new production manager. She is off to a terrific start! She brings with her years of experience from her days in TRAX, Brockway and Catering and has already started creating wonderful new specials this semester.

NEWS & VIEWS

Everyone wishes **McAllister King** well in his new position as assistant manager at Brockway. Thanks again for everything you did for us during that challenging “semester in the ballroom.”

The entire Union Square team is so proud of Assistant Dining Service Director

Mark Gardner's achievement in the Polar Plunge fundraiser.

We loved that he sported a blue swim cap, swim goggles, a blue top and the ever popular pepper pants on his plunge into the lake.



Mark Gardner

Mark is eager to start a BASC team next year and says that plunging into the frozen waters of Lake Ontario was FUN and the experience of a lifetime. Apparently he needs to get a life!

All of our prayers go to **Betty Sheffield** as she recovers from surgery.

We sure miss her infectious laughter first thing in the morning. Get back soon Betty!

Our best wishes go out to **Nellie Marshall** on her retirement. Union Square will not be the same without her.

Laura Wilson has finally had her baby. **Joscelyn Marie** arrived at 7 lbs, 19 ½ inches on January 10. Congratulations Laura.

Congratulations go out to **Dan Robillard** for passing his last brown belt test in karate. Dan looks forward to being a black belt before the end of the semester. Dan is also very proud of his son **Mike**, from Gates Chili High School, for being on the first team in All-County Football and voted “Most Valuable Lineman.” What a great achievement for Mike and his dad.

Parking Particulars

Happy birthday to student worker, **Tara Owens**.

Chris and **Chaley Swift** have been basking in the Florida sun with their family. We are hoping they will bring back some sunshine and warmth with them.

Pin Recipients

Several BASC employees have recently earned pins for consistently going above and beyond in their job duties. Please join us in congratulating and thanking these individuals for their dedicated service:

Maureen Fodge, Brockway—stayed late/covered shifts

Diana Rood, Brockway—energetic and professional presence; high standards

Diann Hughes, Brockway—extraordinary displays and a willingness to help others

Dan Cater, Brockway—replaced Cheryl Brice's stolen bike

Cheryl Brice, Brockway—brought consistency to job

Peggy Turlington, Brockway—outstanding semester with great WOW's and menus

Connie Collins, Union Square—above and beyond commitment to Aerie Café and Union Square

The College at Brockport Book Drive

Don't miss your chance to donate a book to the Have a heart. Give a book. campaign. Collected books are given to underprivileged children in the local area.

Drop off a new book to the College Bookstore by February 29. Learn more at www.basc1.com/bookdrive.htm.



Condolences

Our thoughts and prayers go out to the following people as well as their family and friends:

Julie Kretschmer whose father-in-law, **Al Kretschmer**, passed away.

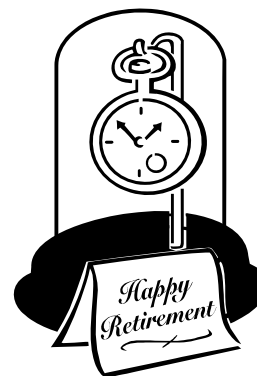
Linda Marshall for the loss of her aunt, **Helen Watts**.

Charlotte Jewell, who recently experienced a death in her family.



Dona Hazen Retires

Dona Hazen, after 38 years of service to The College at Brockport and the Office of Procurement & Payment Services, will retire on February 27, 2008.



Please join the Division of Administration & Finance to wish Dona all the best at a reception in her honor on Friday, March 7, from 3-5 pm in the New York Room, Cooper Hall.

Dining Services 1st Cooking Class

Dining Services held their first cooking class for students on Tuesday, February 19 in the Townhome Community Center. Instructors **Joe Buttons**, manager of Brockway Dining Hall, and **Tricia Miller**, production manager of Harrison Dining Hall demonstrated to a class of eight students how to prepare pasta scampi three different ways—Vegetable Scampi, Chicken Scampi, and Shrimp Scampi. Our next cooking class is



Tricia Miller and Joe Buttons

scheduled for March 4 and will be led by Assistant Dining Service Director **Mark Gardner** and Catering Chef **Sean Foley**.

Happy Birthday!

The following employees will celebrate a birthday this spring:



March

Cathy Legacy	Ronda Heale
Sareth Stolfa	Mary Tarbrake
Sherry Socha	Johanna Napoleon
Donna Nolte	Concettina Baliva
Patty Knapp	Cheryl Brice
Steve Wilson	Liz Marlowe
Ralph Eisenmann	

April

Tricia Miller	Richard Wickson Jr.
Bonnie Zalar	Peggy Turlington
Erin Van Dorn	Kimberly Johnston
Dan Robillard	Kathleen Clark
Sarah Plain	Beverly Weatherbee
Scott Connelly	

May

Sharon Engle	Andy Fogg
Lloyd McCauley	Elaine Van Dorn
Steve Stoll	Ronald Dufoe Jr.
Austin Warner	Patricia Torres
Gary Miner	

Go on a ... Bounty Hunt!

That's just what Bakery employee **Sharon Woodley** did! She received a \$250 award for referring **John Spamer** to the Bakery truck driver position.

Do you know someone that would make a good BASC employee? Recommend them for one of our vacant positions and complete a bounty hunt form available at www.basc1.com/employees.htm. If they are hired and successfully complete their probationary period, you'll receive \$250!



Teddy Bear Thanks from SPCC

President and CEO of the Society for the Protection and Care of Children (SPCC), **Lisa Butt**, sent BASC a letter of thanks for our support of their Teddy Bear Project over the holiday season. Lisa wrote, "For many children in the Greater Rochester community the

gifts they received through your generosity are the only ones their families are able to provide. I offer you our deepest thanks for allowing them the chance to set all other things aside and enjoy the holiday season. That's a gift that will last a lifetime."



Don't forget to turn your clocks 1-hour ahead before you go to sleep on March 8.

Contribute to N & V's

Email your items to ahintz@brockport.edu or drop them in the *News & Views* envelope located in your unit. The next *News & Views* deadline is **April 11, 2008**. The *News & Views* is also available at www.basc1.com/employees.htm.

Anna Hintz, Editor

